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# Attendant Blocking of DN

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Attendant Blocking of Directory Number (DN) allows a person to dial the attendant DN and request an external (long distance) call, and then disconnect while waiting for the call to be processed by the attendant. The requesting DN is idle and can receive and make calls.

When the attendant is ready to make the external (long distance) call, the Attendant Blocking of DN feature provides the attendant with the ability to block the DN while the external call request is being processed. The line appears busy to any caller attempting to contact the blocked DN. The blocked DN cannot be used to originate a call and will be connected to the attendant if it goes off hook. When the attendant has completed the external call, the blocked DN can be rung and the call extended. The attendant is guaranteed that the requesting DN is not busy and is available to take the call when the processing has been completed. This feature works in both standalone and Meridian Customer Defined Network (MCDN) environments.

Previously, this feature had been available on Swedish A345 PBXs, but now is also available on the Meridian 1. Although developed for Telia Sweden, the feature is applicable to all marketplaces desiring Attendant Blocking of DN functionality.

## Operating parameters

The Attendant Blocking of DN feature can only be activated as the source party of the Loop key on the Attendant Console.

The attendant has the ability to use the Attendant Blocking of DN feature only for the following types of DNs: sets with ordinary Single Call Arrangement Non Ringing key (SCN)/Single Call Arrangement Ringing key (SCR) DNs and analog (500/2500 type) sets, HOT DNs, Multiple Call Arrangement None Ringing key (MCN)/Multiple Call Arrangement Ringing key (MCR) DNs, Automatic Call Distribution (ACD) DNs, Primary Line DNs (PLDNs), any trunk access code, Flexible Feature Codes (FFCs), Basic Rate Interface (BRI) and all other types of extensions are considered to be invalid for the Attendant Blocking of DN feature.

When the Attendant Blocking of DN feature is activated for a DN, it is only the DN dialed that is blocked. Other DNs assigned to the set will be idle.

If Attendant Blocking of DN is attempted on a Multiple Appearance Single Call Arrangement DN, all idle appearances of the DN will be blocked.

The Attendant Blocking of DN will only be supported on the following Attendant Console types: M2250; M1250; QCW4; QCW8; or M345CD.

No new hardware is required for this feature.

## Feature interactions

### **ACD**

It is not possible to activate the Attendant Blocking of DN feature for an ACD DN. If an attempt to block an ACD DN is made, the attempt will be canceled and overflow tone will be returned. However, individual DNs on ACD sets can be blocked.

### **Attendant Hold**

An Attendant Blocking of DN call can be put on hold by the attendant and will in this case be subject to normal Attendant Hold treatment. The Semi-automatic Camp-on (SACP) key lamp will be dark while on hold and be lit again when taken off hold. The same applies to Automatic Hold on the Loop key.

**Attendant Break-in**

The Attendant Blocking of DN and the source side Predial Break-in features are mutually exclusive for the same call. If the SACP key lamp is lit when the Break-in key is pressed to start a Predial Break-in attempt, the Break-in key is ignored. On the contrary, if the Break-in key lamp is lit and no call attempt is made on the source side when the SACP key is pressed to start an Attendant Blocking of DN, the SACP key is ignored.

If a Break-in attempt is made for an Attendant Blocking of DN call, the Break-in attempt will be considered to be temporarily denied.

It will be possible to Break-in on the destination side with an Attendant Blocking of DN call on the source side of the Attendant Console. The same limitations to Break-in will apply as if the source side call is a normal call.

**Busy Lamp Field/Enhanced Busy Lamp Field**

When a DN is blocked due to the Attendant Blocking of DN feature, the Busy Lamp Field/Enhanced Busy Lamp Field lamp corresponding to this DN displays the busy status of the DN as for ringing calls.

**Busy Verify**

The Attendant Blocking of DN and source-side Busy Verify are mutually exclusive for the same call. If the SACP key lamp is lit when the Busy Verify key is pressed to start a Busy Verify attempt, the Busy Verify key is ignored. On the contrary, if the Busy Verify lamp is lit when the SACP key is pressed to start an Attendant Blocking of DN attempt, the SACP key is ignored.

If a Busy Verify attempt is made on an Attendant Blocking of DN call, it will be denied.

**Call Detail Recording Time to Answer**

If the CDR Time to Answer feature is active, the time registration before answer will be started when the SACP key is pressed to ring the blocked DN and not when the DN is blocked.

**Call Forward All Calls/Internal Calls/Call Forward and Busy Status**

The Attendant Blocking of DN feature will override these Call Forward features. If the dialed DN of the set is idle, the DN can be blocked; if the DN is busy, busy tone will be heard.

### **Call Forward No Answer**

The Attendant Blocking of DN feature will override the Call Forward No Answer feature. If the blocked DN of the set has the Call Forward No Answer feature active when the SACP key is pressed to ring the DN, the DN will ring until answered or disconnected. No Call Forward No Answer will be done for the Attendant Blocking of DN call.

### **Call Park**

It is not possible to park an Attendant Blocking of DN call. If a Call Park call recalls to a blocked DN, the recall will be treated as if the DN is in a ringing state.

### **Call Waiting**

If a set that has the Station-to-station Call Waiting feature active (CLS SWA and a Call Waiting (CWT) key for SL-1 and digital sets) is idle when an Attendant Blocking of DN attempt is made, the Attendant Blocking of DN attempt will be allowed and processed as normal. If the DN is idle and there is an active call on the Call Waiting key, the Attendant Blocking of DN attempt will be allowed.

If a set has the Station-to-station Call Waiting feature active and the DN to be blocked is busy when an Attendant Blocking of DN attempt is made, the Attendant Blocking of DN attempt will be canceled and busy tone will be returned.

For a set that has the Call Waiting (or Station-to-station Call Waiting) feature active and a DN is blocked due to the Attendant Blocking of DN feature, any incoming call to the blocked DN will receive busy tone.

### **Camp-on**

Camp-on will be denied for a DN that is blocked due to the Attendant Blocking of DN feature.

### **Directory Number Delayed Ringing**

The Attendant Blocking of DN feature will override the Directory Number Delayed Ringing feature and ring the blocked DN immediately when the SACP key is pressed to ring the blocked DN.

**Do Not Disturb**

The Attendant Blocking of DN feature will override the Do Not Disturb feature. If the dialed DN of the set that has the Do Not Disturb feature active is idle, the DN will be blocked and if the DN is busy, busy tone will be heard.

**FFC Boss Secretary Filtering**

The FFC Boss Secretary Filtering feature will be overridden. If an Attendant Blocking of DN attempt is made for a set that has the Boss Secretary Filtering feature active, the dialed DN will be blocked if idle. If it is busy, busy tone will be heard.

**Flexible Feature Codes**

If a Flexible Feature Code is dialed after pressing the SACP key to initiate an Attendant Blocking of DN attempt, overflow tone will be provided and the attempt canceled.

**Group Hunting**

It is not possible to activate the Attendant Blocking of DN feature for a Pilot DN (PLDN). If an attempt is made to block a PLDN, the attempt will be canceled and overflow tone will be returned. If a DN that is a member in a Group Hunt (or Hunt) list is blocked by the Attendant Blocking of DN feature, the DN is considered to be busy.

**HOT DN**

It is not possible to activate Attendant Blocking of DN for a HOT DN extension. If an attempt to block a HOT DN extension is made, the attempt will be canceled and overflow tone will be returned.

**Hunting**

If Attendant Blocking of DN is attempted on a busy DN having the Hunting feature active, busy tone will be returned (overriding the Hunting feature).

**ISDN Basic Rate Interface (BRI) Trunk Access**

It is possible to use the Attendant Blocking of DN feature in an ISDN MCDN based on BRI TIE trunks if Network Attendant Service (NAS) is configured in the network.

**Line Lockout**

If an Attendant Blocking of DN attempt is made on a set in Line Lockout state, busy tone will be returned.

### **Make Set Busy**

The Attendant Blocking of DN feature will override the Make Set Busy feature. If the dialed DN of the set that has the Make Set Busy feature is idle, the DN will be blocked and if the DN is busy, busy tone will be heard.

### **Multiple Appearance Multiple Call Arrangement**

It is not possible to activate the Attendant Blocking of DN feature for a Multiple Appearance Multiple Call Arrangement DN (MCA DN (MCN/MCR)). If an attempt is made to block an MCA DN (MCN/MCR), the attempt will be canceled and overflow tone will be returned.

### **Multiple Appearance Single Call Arrangement**

If Attendant Blocking of DN is attempted on a Multiple Appearance Single Call Arrangement DN (SCA DN (SCN/SCR)), all appearances of the DN will be blocked.

### **New Flexible Code Restriction**

When the attendant has a blocked DN on the source side and dials on the destination side, any New Flexible Code Restriction active for the set of the blocked DN will be overridden. This is the same as if the attendant had a normal established call to the DN on the source side and dials the destination side.

### **Phantom TN**

DNs on Phantom TNs will not be overridden by the Attendant Blocking of DN feature.

### **Radio Paging**

If a transferred Radio Paging call recalls to a blocked DN, the recall will be treated as if the DN is busy.

### **Ring Again**

It is possible to activate Ring Again towards a DN that is blocked due to the Attendant Blocking of DN feature.

### **Ring Change Key**

When the SACP key (or Signal Source) key is pressed to ring a blocked SCR where the Ring Change feature is activated, an audible ring signal will always be given. This is independent of the Ring Change status.

**Ring/Hold LED Status**

When a DN is blocked, the status of the DN lamp will be the same as for a call put on hold.

**Semi-automatic Camp-on**

The Attendant Blocking of DN feature uses the SACP key to activate a blocking attempt, but the Attendant Blocking of DN feature is only valid on the source side of the Attendant Console. The Semi-automatic Camp-on feature is only valid on the destination side of the Attendant Console.

To have the Attendant Blocking of DN feature available and not the Semi-automatic Camp-on feature, a new response to the SACP prompt has been introduced in LD 15. Prompt SACP = NO means the Semi-automatic Camp-on feature is not available even if the SACP package is equipped and an SACP key exists on the Attendant Console. To have the Semi-automatic Camp-on feature available the SACP prompt must be answered with SNGL or ALL which have the same meanings as before.

**Signal Source**

The Signal Source key can be used to notify a blocked DN. Using the Signal Source key for an Attendant Blocking of DN call will give the same response as the SACP key when the DN is blocked (i.e., ring the blocked DN and darken the SACP key lamp). The Signal Source key cannot be used to initiate an Attendant Blocking of DN call.

**Single Call No Ringing DN**

When the SACP (or Signal Source) key is pressed to ring a blocked Single Call No Ringing DN (SCN), an audible ring signal will be given.

**Source Included when Attendant Dials**

The Attendant Blocking of DN feature will follow the current Source Included when Attendant Dialing handling.

**Vacant Number Routing**

The Attendant Blocking of DN feature will work across an ISDN network if the call is routed due to the Vacant Number Routing feature.

## Feature packaging

The Attendant Blocking of DN feature is packaged under Semi-automatic Camp-on (SACP) package 181.

To work in an ISDN network environment, Network Attendant Services (NAS) package 159 is required.

## Feature Implementation

**LD 12** – Configure the SACP key on the Attendant Console.

| Prompt | Response        | Description                                             |
|--------|-----------------|---------------------------------------------------------|
| REQ    | CHG             | Change.                                                 |
| TYPE   | ATT, 1250, 2250 | Attendant Console type.                                 |
| TN     | I s c u<br>c u  | Terminal Number.<br>Terminal Number for the Option 11E. |
| ...    |                 |                                                         |
| KEY    | xx SACP         | Semi-automatic Camp-on key.                             |



**LD 15** – This overlay has been modified to enable the Attendant Blocking of DN feature.

| Prompt | Response              | Description                                                                                                                               |
|--------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| REQ    | CHG                   | Change.                                                                                                                                   |
| TYPE   | CDB<br>ATT            | Customer Data Block.<br>Release 21 gate opener.                                                                                           |
| CUST   | 0-99                  | Customer number.                                                                                                                          |
| ...    |                       |                                                                                                                                           |
| ATT    | YES                   | Change Attendant Console options.                                                                                                         |
| ...    |                       |                                                                                                                                           |
| - SACP | (NO),<br>ALL,<br>SNGL | Semi-automatic Camp-on not allowed.<br>Semi-automatic Camp-on for all Camp-on occurrences.<br>Semi-automatic Camp-on on a per call basis. |
| - ABDN | (NO),<br>YES          | Activation of the Attendant Blocking of DN feature is (not) allowed.<br>The ABDN prompt only appears when the SACP package is equipped.   |

## Feature operation

### To block a DN

- 1 The attendant presses an idle Loop key.
- 2 The attendant presses the Semi-automatic Camp-on (SACP) key.
- 3 The SACP key lamp lights.
- 4 The attendant dials the source DN that is to be blocked. If the dialed DN is idle, the DN lamp will have the same state as a call put on hold, but the DN will not ring. If the DN is busy, the attendant hears busy tone and the SACP key lamp darkens.  
If the dialed DN is idle, it is blocked. The DN lamp indicates a call on hold state, although the DN will not ring (for analog [500/2500 type] telephones, there is no indication that the DN is blocked). On the Attendant Console, the SACP key lamp remains lit and the Source key lamp begins blinking.

If the dialed DN is busy, the attendant presses the Release (or Release SRC) key to release the call.

**To place an outgoing call for the blocked DN**

- 1**    The attendant establishes a call to the desired destination in the normal way.
- 2**    The attendant presses the SACP (or Signal SRC) key. The ringback tone is heard.
- 3**    If the source DN answers, the attendant presses the Release key to extend the call between the destination to the source.

**To release a blocked DN**

The attendant presses either the SACP key or Signal Source key to ring the DN

*—or—*

The attendant presses either the Release key or the Release Source key to release the source DN, which then becomes idle.

**To notify a blocked DN of an established call**

- The attendant presses the SACP or Signal Source key.